

**Program & Policy Analyst
Compliance and Training Officer
Project Position**

Position summary

The position functions independently and in a team environment to provide complex monitoring, training & program planning and support for a wide variety of program activities for Serve Wisconsin, the National and Community Service Board (WNCSB), Executive Director and Program Officers. The position is responsible for monitoring AmeriCorps programs' compliance through desk reviews, site visits and progress report reviews to ensure compliance with federal and state requirements and coordinating the development of trainings. Serve Wisconsin approaches monitoring with an educational/collaborative spirit.

This position requires attention to detail and ability to assess program operations for compliance with federal and state policies and regulations. This position functions as a liaison with AmeriCorps programs and state and national associations which requires an understanding of national service programs and activities. These duties require the ability to effectively work independently on a wide variety of projects with minimal review of the work.

The position requires strong written and oral communication skills; excellent organizational skills; careful attention to details and accuracy; managing multiple tasks simultaneously; strong IT skills, including MS Word, MS Excel; and assigning priority to workload. In addition, this position requires the ability to analyze and understand federal and state requirements before making decisions or making recommendations. Experience with national service programs and/or monitoring federally funded programs preferred. State and national travel required.

Time % Goals and worker activities

40% A. Monitoring

A1. In collaboration with Serve Wisconsin staff, executes the monitoring plans to maximize program effectiveness and ensure legal compliance with federal and state regulations.

A2. Actively monitor sub-grantees to effectively prevent, detect and, if necessary, resolve areas of programmatic non-compliance. Activities include, but not limited to

- Confirming adherence to approved grant contract activities
- Evaluate member and community satisfaction
- Assess areas for continuous improvement
- Monitor AmeriCorps State grant recipient information contained in and/or entered into CNCS' eGrants Portal.
- Monitor AmeriCorps member timesheets to ensure compliance with CNCS policies.
- Provide technical assistance

A3. In collaboration with Serve Wisconsin staff, develop the monitoring plan for the coming year; and implements the monitoring plan to strengthen Serve Wisconsin's AmeriCorps programs.

A4. Works with other Serve Wisconsin staff to assess and manage programs' risk to determine overall monitoring strategy and activities.

A5. Documents feedback to programs in a timely fashion and, where necessary, develops and monitors corrective action plans.

20% B. Compliance

B1. Interpret and communicate AmeriCorps program requirements and policies, state/federal grant and contract policies, performance standards and Serve Wisconsin policies and procedures to assigned programs.

B2. Recommend adjustments to programs to allow for effective program design and activities that fit within regulations.

B5. Maintain program files for assigned programs to maintain a yearly record of program compliance, performance, activities, and accomplishments.

B6. Collaborate with other Serve Wisconsin staff to provide required federal reporting.

20% C. Trainings, Events and Meetings

C1. Identify training and technical assistance needs, working with grantees to continuously improve their programs

C2. Conduct trainings and annual needs assessment to ensure program needs and input are incorporated into the training and technical assistance.

C3. Collaborate with Serve Wisconsin staff to develop training events—coordinating venues, logistics, equipment, and training personnel—and participates in delivery of training to provide quality face-to-face training and technical assistance opportunities for sub-grantee AmeriCorps programs, members and other National Service and volunteerism participants.

10% D. Administrative Support

D1. Coordinate with Serve Wisconsin staff for implementing Serve Wisconsin's grant for training and technical assistance, including: annual creation and submission of the summary of accomplishments report.

D2. Provide training, technical assistance, and customer service to sub-grantee AmeriCorps programs, other National Service grantees, and to citizens of Wisconsin regarding National Service and volunteerism topics. Promotes and strengthens service and volunteerism in Wisconsin.

10% E. Other duties as assigned.

Knowledge, Skills, and Abilities

1. Ability to work independently and collaboratively in a team environment.
2. Ability to independently organize and prioritize work.
3. Ability to identify, analyze, and solve problems.
4. Effective interpersonal skills.
5. Effective oral and written communications skills.
6. Knowledge of software: Word, Excel, Internet, email, and knowledge of PeopleSoft beneficial, but not required.
7. Knowledge of personal computers and ability to deal with data processing problems.

Special Requirements

- Possession of a valid Wisconsin Driver's license or the ability to provide one's own transportation.